

Vigo Primary School



SAFE COLLECTION OF CHILDREN POLICY

This policy has been approved and adopted by the Governing Body in January 2026 and will be reviewed in January 2028.

Statement of Intent

Our children's safety is of paramount importance to us all. We will endeavour to ensure clear and robust procedures for collection are in place, regularly reviewed and clearly shared with staff, parents, carers and pupils.

In the event that a child is not collected by an authorised person at the end of the school day the school puts into practice agreed procedures.

Aim

The beginning and end of the school day are busy times, and our aim is to ensure children arrive safely and are dismissed carefully, under strict supervision, collected on time and arrive home safely. The aim of this policy is to ensure the safety of children by making sure that the responsibilities and expectations of all parties are clear when it comes to children arriving and leaving the school premises.

In the event that a child is not collected by an authorised adult, we will ensure the situation can be resolved as quickly as possible to cause as little distress as possible to the child.

We inform parents/carers of our procedures so if they are unavoidably delayed they will be aware of procedures being followed.

The Authorised Adult

The Authorised Adult must be a responsible person aged 16 years or over.

The person may be a;

- Parent/Carer
- Family member
- Childminder
- Neighbour
- Someone over the age of 16 who has the parent/carer's written permission to collect the child from school.
- If the event, whereby an arrangement is in place, an older sibling who is under the age of 16 may be authorised to collect if the school has direct permission from parents. This can only happen in the circumstance of a pre-arranged agreement with school and parents to ensure the safety of all children.

Verbal consent can be accepted in emergency situations.

Infant children (those in Reception, Y1 and Y2) may NOT be collected by older brothers or sisters with in school. They should be collected by an authorised adult.

Early Years and Key Stage 1 teachers have been instructed NOT to release infant children to siblings from the juniors but to ask the school office to contact parents/carers to ensure they are collected by an authorised adult.

Methods

Parents/carers of children in our school are asked to provide specific information at the beginning of each academic year, and throughout the year using the ARBOR App whereby they can update their information. This is verified, reviewed and maintained by the office team who will also assist parents who find it difficult to access the APP.

- Home address and telephone number of parents/ carers
- Place of work, and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Emergency contact details

- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from the school i.e. child-minder, relative
- Information about any person who has been denied legal access to the child
- Information about who has primary responsibility for the child
- Password (Early Years only)

If there are any changes to any of the above we ask that the school office is notified immediately.

When there is a change to the end of the day arrangements we ask that parents inform either the school office or the class teacher as soon as possible.

Beginning of the day

The main entrance gates to the school adjacent to the car park barrier will be opened at 7:25am to allow those families accessing Breakfast club to enter the site. School staff do not take over responsibility for children until 8:35am when the class doors open, until this point children are the responsibility of their parents. Members of staff will be on duty at the main internal entrance doors during the opening times for arriving in the school, from 8.35am – 8:45am each day. Teaching staff will be available in classrooms to greet the children and ensure a good start to the day. Staff will open the classroom doors at 8.35am. In this way, information can be shared between home and school at the beginning or end of each day to ensure children's welfare is given high priority.

It is the responsibility of staff to ensure that an accurate record is kept of all children in school, and that any arrival or departure to and from the premises is recorded in the Office. Similarly, when a child arrives late (after 8:45am), parents must report to the Office. Records of daily registers are kept by the school for the recommended years by Local Authority.

Office staff will endeavour to contact parents/carers of any children not accounted for by 10:00am to ensure the child is ill and unable to attend; ensuring parents and school know where children are at all times.

Looked After children [LAC] and children with Child Protection [CP] plans who are absent will be notified to the Head Teacher (or Deputy Head Teacher in her absence) as a matter of priority; we will endeavour to establish a reason for absence by 9:30am; if no contact can be established we will contact the child's social worker and follow our absence flow charts.

The school will inform the Family Support Worker of any child who has unsatisfactory attendance [below 95%] and a pattern of non-attendance on certain days of the week. This will be dealt with in line with our Attendance Policy.

Safe Collection

School finishes at 3.10pm for EYFS and Key Stage 1 and 3.15pm for Key Stage 2. All children in Reception and Key Stage 1 Classes are handed over individually to their authorised adult. If, as a parent or carer of a child in the Early Years or Key Stage 1, you make arrangements for your child to be collected by another adult, it is important you ring school and inform the staff of these arrangements before 2:30pm, unless in an emergency.

Any unknown person collecting children will be challenged by staff and permissions checked with parents/carers. We will also check that children are happy to be handed over to these individuals and that they are known to them. If we do not receive a message directly from you or this person does not know the correct password (Early Years only) we will not hand over your child. Children in Key Stage 1 are taken to their exit doors when parents/responsible adults are identified by the teacher/LSA in charge of the classroom door and handed over to their authorised adults.

Children in Key Stage 2 exit at the designated door to the KS2 playground in Year 6 or via their classroom doors in Year 3-5. All children in Key Stage 2 will be dismissed by a teacher or LSA to the agreed adult. Children in Year 5 and 6 may walk home, but only with prior, written permission from their parent/carer.

Parents must ensure that they have completed the consent slip for Upper Key Stage 2 pupils to walk home unaccompanied. These names are recorded and the class teachers will only allow these pupils to leave the site without an adult. Other pupils will remain with their class teacher until a known adult collects them. Government guidelines advise that children below Year 5 (10 years of age) should not be allowed to walk home unaccompanied. This is at the parents' discretion but this option only exists at Vigo for children in Years 5 and 6. Even if parents meet their children a short walk away from the school or anywhere else off the site they will need to consent to them leaving alone. For example: If you collect your child in Year 5 at the end of Vigo Road then you would need to give consent for them to leave the gate alone.

Once a child has been handed over to a responsible adult, they are no longer the responsibility of the school. We ask parents/carers to remain vigilant after collecting their child to ensure they leave the school premises safely.

Other safety issues

Parents are responsible for ensuring that their children do not access or use any areas of the school site that are prohibited. This includes playing on any outdoor playground equipment such as climbing frames, tyres or climbing walls. This equipment is only permitted to be used by pupils of the correct age during the school day and under appropriate supervision.

For all pupils safety no football should be played on the playgrounds before or after school and no pupils should use bikes, skates or scooters etc. on the school site.

Extra-Curricular Clubs Arrangements

Parents will need to collect children from the classroom of the extra-curricular club. You will be informed of the collection point before the first session of the club.

If parents wish for their child to walk home after club, written permission will need to be given. If children bring a phone to school as a safety tool for when walking home, this must be handed in to the office or in Year 6 to the class teacher at the beginning of the school day.

Parents collecting pupils more than 30minutes after the end of the school day or club may be charged by the school for childcare provided. If this is a regular occurrence this falls into the category of neglect and we will report this to Children's Services.

Gates

The main gates to the playground will be opened at 8:25am and locked at 8:55am. The main pedestrian gate at the front of the school will be used during the day to restrict access and protect the staff and children.

The EYFS side gate will be opened at 8:20am and closed at 3:20pm.

At 2:50pm the main gates will be unlocked. The Key Stage 2 upper playground gate will be re-locked at 3:30pm when the majority of the children have left the premises. The other gates will remain unlocked to allow parents access to after school clubs.

Communication

As always, good communication between home and school is vital so please let us know ASAP if there are any changes to your normal drop off and collection routines, particularly if you will be late to collect your child at the end of the school day.

Please remember that it is a parent's responsibility to ensure children travel to and from school safely. Please talk to your children about staying safe.

When children are not collected

Sometimes, in exceptional circumstances, a child may not be collected on time. We request that you contact school as soon as possible to notify us that you may be late. If we receive no such message, the following procedure would be followed;

1. The child will remain with their class teacher/TA until their adult arrives.
2. If their adult is late (after 3.15pm in EYFS and KS1 and 3:20pm in KS2), they will wait in the main office whilst staff try to contact parents/carers.
3. We inform parents that if children are not collected at the end of the day we follow the following procedures:
 - Messages are checked to see if there are any changes to the end of day arrangements
 - Parents/carers are contacted at home or work. If this is unsuccessful other authorised adults are contacted
 - In the meantime the child will wait at the main office entrance under adult supervision
 - If no adult arrives to collect the children but contact has been made, after a further 15 minutes the school reserves the right to place the child(ren) in our After School Club and charge parents/carers the full sessional costs.

Where NO authorised adult can be contacted.

4. After 30 minutes the child(ren) will remain in the school office and parents may be charged the equivalent of the cost of a session at the After School Club. If the child(ren) has not been collected after one hour, (4.10pm) and no contact has been made or arrangements agreed we may contact Children's Services.

5. The school and Children's Services will aim to locate the parent/carer or relative. If they are unable to do so the child may be placed into the care of the Local Authority.

6. The school will deliver a letter to the child/children's home informing the parent/carer of the actions that have been taken to safeguard their child.

7. A full report of the incident will be written and placed in the child's school file.

Following a Late Collection

All late collected children will be recorded and this information will be passed on to the school's Family Support Worker/Attendance Officer for further investigation. Where a child has 3 recorded late collections in one half term a letter will be sent home to the parents. Where there is no improvement in late collection a second letter will be sent and a referral may be made to Children's Services. Where children are collected more than 15 minutes late from a school-run afterschool club on 2 occasions they will automatically lose their place at that club, unless there are exceptional circumstances.